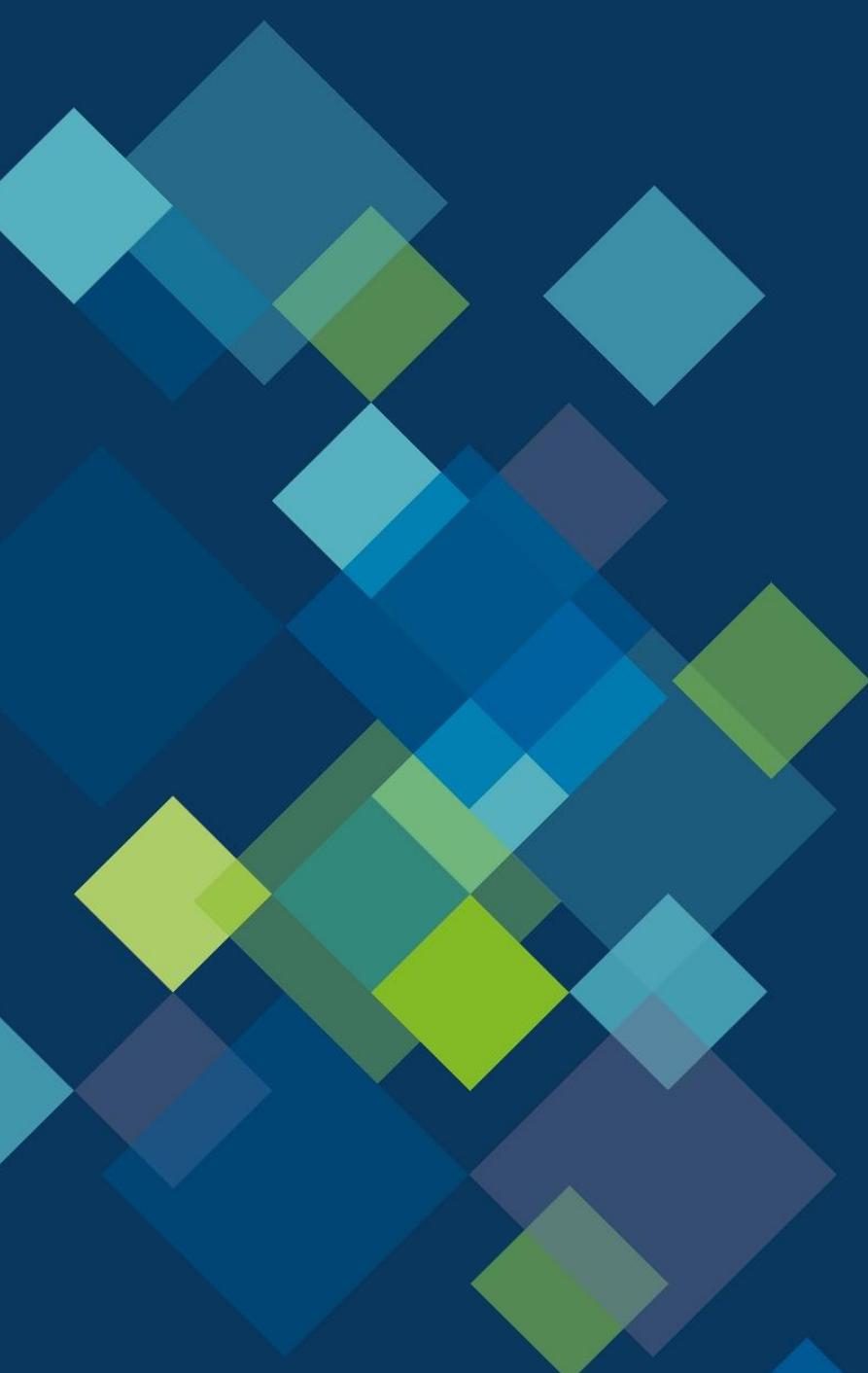


Covid-19

Reactive Cleaning Services



Frequently Asked Questions

Services Provided

What cleaning services will you provide? Would this process differ between different areas? If so, how?

Precautionary Deep Clean

Derwent fm can offer a full precautionary deep clean. This will include the following:

- Full personal protective equipment (PPE) worn by staff at all times to prevent the spread of infection, including following the correct gowning and de-robing procedures for this equipment
- Full isolation of the area to be cleaned
- Disinfection with the approved and correct disinfectant, paying special attention to touchpoints and high-risk areas as indicated by your risk assessment. This disinfectant will be chlorine based, with a minimum strength of 1,000 ppm
- Thorough clean of the area in line with industry recognised standards
- Clinical disinfection of the whole area
- Correct disposal of contaminated materials and PPE
- Shower/clean of cleaning operatives after the completion of task.

Post Covid-19 Infection Deep Clean

We also offer a full deep clean of your facilities following a positive Covid-19 case being identified. We would advise implementing a clean following the 72-hour period post quarantine of the areas affected, post this we will:

- Follow the deep cleaning principles outlined above, with additional cleaning of all frequently touched areas and surfaces, such as bathrooms, grab-rails in corridors and stairwells and door handles
- All employees will wear additional PPE, including disposable gloves which will be double bagged immediately post the clean to prevent any further infection. These will then be disposed of after 72 hours following the cleaning activity
- Disposable cloths will be used where possible, to be disposed of using the same method as above, waiting 72 hours post the cleaning period to kill any remaining infected particles
- Additional face and eye protection to be worn if any visible body fluids are present.

All provided cleaning will adhere to the standards as per the 'Covid-19 decontamination in non-healthcare settings'.

The cleaning process are adapted to the area to be cleaned. We ensure methodical working processes are followed to ensure all areas are cleaned to the required standard.

Supplementary Resource

Given the current strain on cleaning teams across the sector, we can provide resource to supplement current teams on site. These cleaners will be trained to our standards and will implement a cleaning regime as required for the current climate, including additional wiping of all frequently used touchpoints.

Coverage

Do you provide national coverage?

We are able to cover all of the mainland UK. Travel costs will apply for sites outside of the South of England/London. Please ask for a quote for travel expenses to your area.

Response times

How soon will we be able to attend site to provide specialist cleaning?

Derwent fm are able to provide a reactive cleaning service to help combat the spread of Covid-19 through our trusted supply chain. At this time, Derwent fm have good availability but in this rapidly changing situation this may be subject to change at short notice.

Our current working response times are as follows:

- South West/East including London - Under 12 hours
- Remainder of the UK - within 48 hours

Cleaning Timescales

How quickly will the specialist cleaning be completed? When would we be able to reopen the area?

Cleaning timescales can vary enormously and will be dependent on the areas to be cleaned for example, offices, shops, warehouses, will all require different amounts of cleaning depending on the size and frequency of use. If you can provide floor plans, we will provide an estimated time required to complete the cleaning.

Work can be undertaken at any time of day or night and premises can be reopened immediately after cleaning has been completed.

Resources

How much resource to you have available to manage with multiple premises?

Derwent fm and our partners have mobile teams that can be deployed around the UK. We are working hard with our suppliers to increase the number of teams available due to the current challenging times.

Pricing

What are the approximate costs for the service?

Derwent fm's pricing structure is based on a per operative hourly rate. We work in a transparent manner so you can be confident that you are only paying for the time spent cleaning/decontaminating.

Our hourly rates are:

- 8am - 6pm £66.00 per operative per hour
- 6pm - 8am £77.00 per operative per hour

These rates will include all materials and consumables required as part of the cleaning. If any additional access equipment is required such as Mobile Elevating Work Platforms (MEWPs) this will be at an additional rate.

Travel costs will apply for sites outside of the South of England/London. Please ask for a quote for travel expenses to your area.

Booking Process

What is the booking process for deep cleaning?

Please email jacqui.olive@derwentfm.com who will advise you of availability and timescales.

Experience

What is your previous experience with similar environments/issues?

Derwent fm provide cleaning services throughout the UK to a range of clients in various sectors including education, local authority, retail, logistics and corporate office space. Deep cleaning is a core requirement of nearly all of our contracts, with the cleaning of over 12,000 residential units an annual requirement as part of these services.

Covid-19 is an unprecedented national challenge within the cleaning sector. Derwent fm are currently providing support and cleaning/decontamination services at a number of sites on a precautionary basis and providing containment measures at another site.

Certifications

What applicable standards and certifications will you adhere to?

All cleaning is carried out following guidance from the government. It can be found under on www.gov.uk under 'Covid-19 decontamination in non-healthcare settings'.

Each site will be risk assessed on a site by site basis and cleaning method statements will be provided upon request.

Accreditations, Partnerships and Memberships



ISO 50001